

Mobile Caregiver+ User Quick Reference Guide Using the Mobile Caregiver+ Admin or Claims Console on a Mobile Device

The Mobile Caregiver+ system includes the three main components described below.

System Component	Use
Mobile App	Used by paid caregivers to document delivery of certain services provided by 1915(c) Home and Community Based Services (HCBS) waivers.
Admin Console	Used by EVV administrators at direct service provider agencies and financial management agencies (FMA) to manage EVV visits, system users, and participant profiles.
Claims Console	Used by EVV administrators at direct service provider agencies and FMAs to review, correct, and release claims for billing.

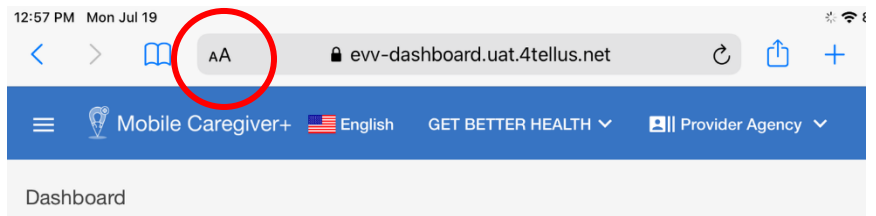
The Mobile Caregiver+ Admin and Claims Consoles cannot be accessed via the Mobile Caregiver+ app. Both consoles are web-based and are typically used on a computer via a web browser. While users can access both consoles via the web browser on a mobile device, the Department for Medicaid Services (DMS) does not recommend accessing the consoles via a smartphone as it is difficult to navigate them on a small device.

To access the Mobile Caregiver+ Admin and Claims Consoles on your iPad or Android tablet, open the web browser* and go to 4tellus.com. Tap the orange **EVV Login** button on the top right of the screen. Log in using your Mobile Caregiver+ username and password. Once logged in, you may notice you cannot view all parts of the console. Below are some tips to help users when accessing the [Mobile Caregiver+ Admin and/or Claims Consoles](#) via a tablet.

*The browser requirements for Mobile Caregiver+ system on both a computer and a mobile device are available at <https://bit.ly/kyevvtech>.

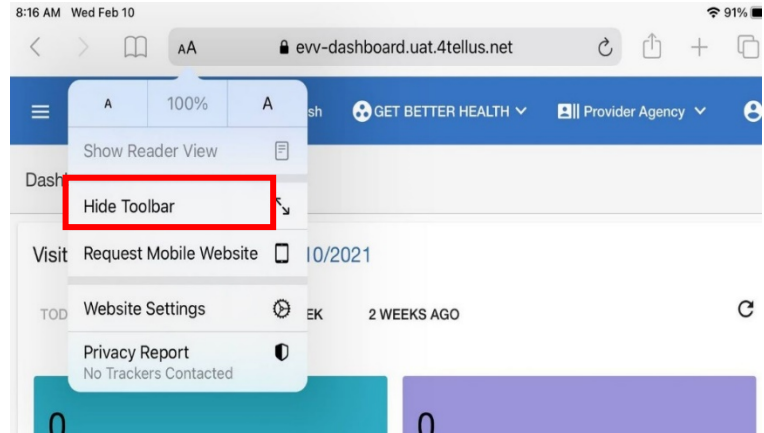
Instructions for iPads

On the iPad, click the **AA** symbol in the address bar at the top of the browser.

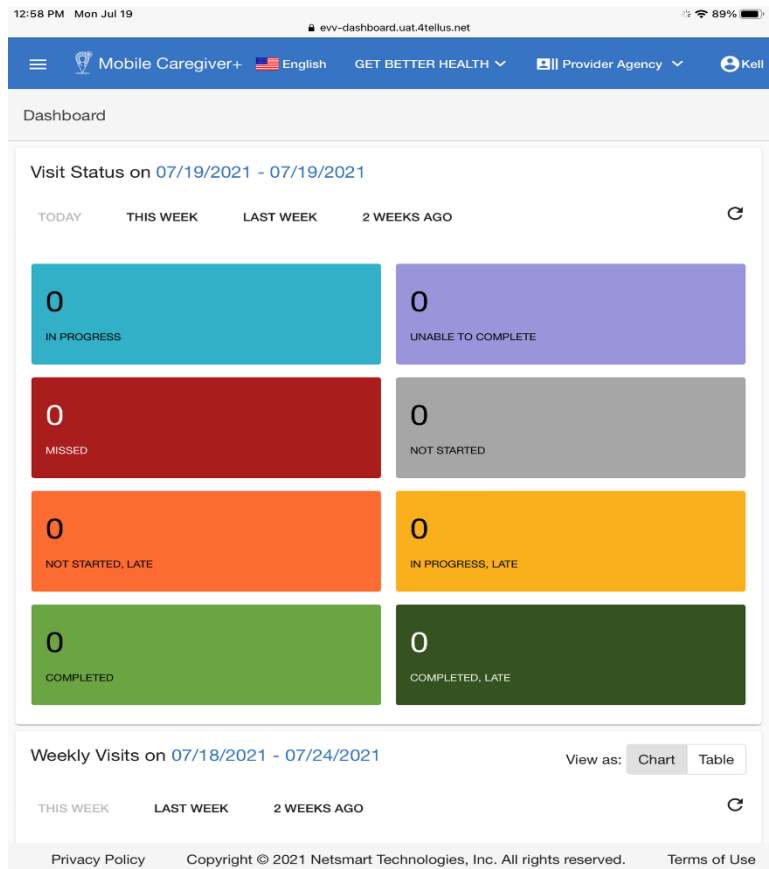


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After tapping the **AA** button, a menu will appear. Select **Hide Toolbar.**



Hiding the toolbar will allow you to see and navigate the full console.

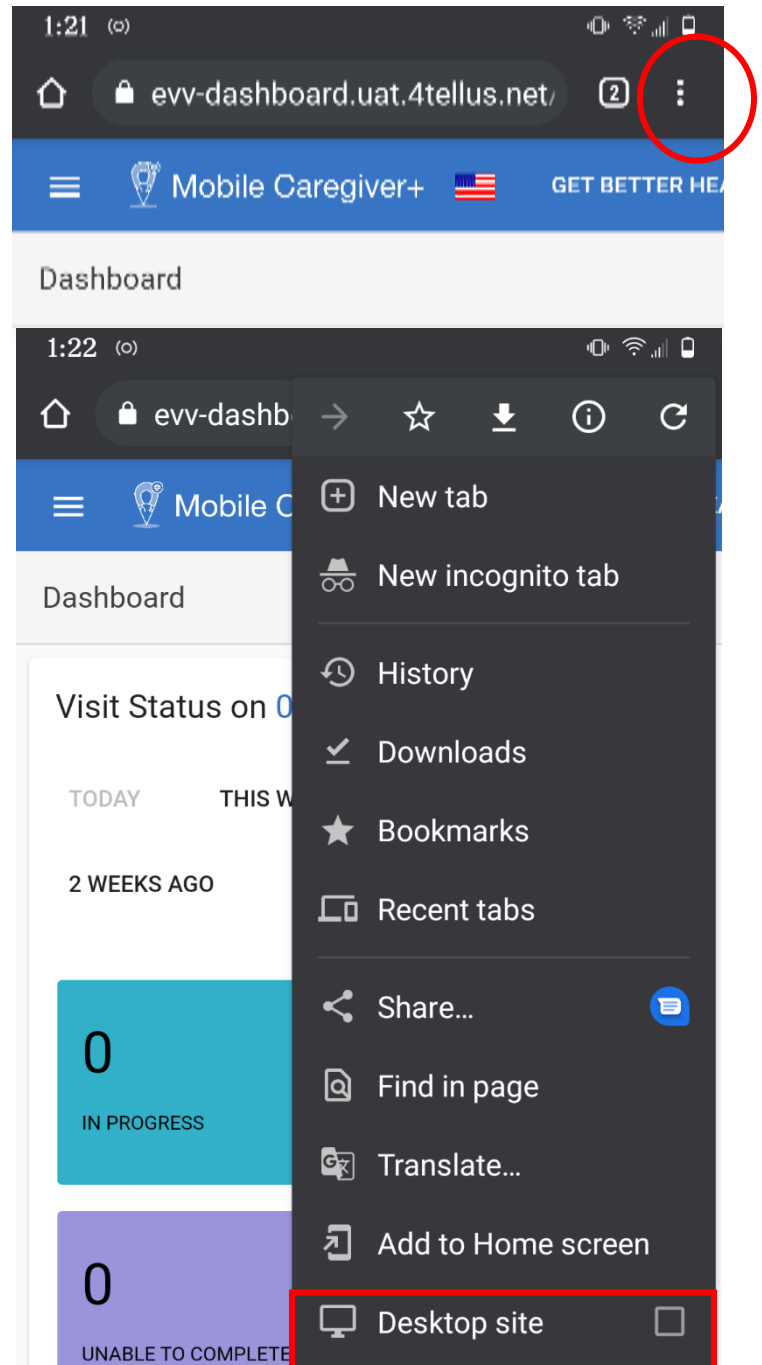


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Instructions for Android Tablets

On your tablet, tap the three vertical dots on the upper right-hand side of the browser.

After tapping the dots, a menu will appear. Tap the box next to “Desktop Site.”



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Choosing “Desktop Site” will allow you to see and navigate the full console.

Additional Information



A complete list of EVV resources is available in the [EVV QRG: Who to Call](#) listing, the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> or by scanning the QR code to the left using your mobile device.

If your direct service provider agency or FMA has a technical issue with Mobile Caregiver+, you can submit a support ticket using the [Netsmart Customer Service Portal](#) or by calling (833) 483-5587.

If you have a question about EVV policy, contact the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov or (844) 784-5614.

